LOG IN
1. Sign in to UR Talent Web from the HR homepage (for PC users, the recommended browser is Internet Explorer) https://richmond.csod.com
2. User ID is your NetID – the ID you use to log on to the University of Richmond network (i.e. sjones5)
3. Your initial password is Richmond1. After you log on the first time, you will be prompted to change your password
4. If you forget, or have forgotten your password, click on “Forgot Password?” -- you will receive an email with instructions for resetting your password
5. Please be aware if you try to logon unsuccessfully 3 times, you will be locked out of the system for 1 hour, and HR will not be able to assist you during this time.

The first screen you will see is the “My Profile” page. A list of your pending actions will appear in the Actions list. It is here that you will be able to navigate to performance activities, such as creating and reviewing goals, adding comments and writing performance reviews.
1. Q: How do I create a new goal for myself?
A: Click on “Create Goals” in the drop down box under “Options” in the upper right hand corner of the Actions page. This will take you directly to the page to create a new goal.

You can also click on the triangle next to any goal in your Actions list, and then select “View All Goals”. This will take you to a complete list of your goals. Click “Create” to create new goals from this page as well.
A blank goal page will open. Use the steps below to write a “SMART” goal.

**How to Write a SMART Goal:**

1. Write the title of the goal, for example “Customer Service”
2. In the Goal Statement section, write the specific measurable goal. For example, “Provide outstanding customer service to all students, parents, and colleagues”.
3. Add specific measurable tasks by clicking on the + next to the word “Task”. For example, “Receive 98% satisfaction ratings on customer surveys” or “Respond to all customer requests within 48 hours”. If you add tasks, be sure to include the due dates and click “Save”.
4. If you would like to add an attachment, click on the + next to the word “Attachments” and follow the prompts to upload a document from your files.
5. When you have finished writing the goal, click “Submit”.
6. Your new goals will not appear in your Actions list until your Supervisor has approved them. You can view them in your Goals section—they will be listed as “Approval Pending”.

Once you’ve completed your goal, go back to your list of goals, and click “Send Approval Request”, which will send an automated email to your supervisor.

2. **Q: How do I update a goal that has changed?**  
   **A:** Click on the goal you’d like to change in your Actions list. This will take you directly to the goal. In the upper right hand corner, click on “Edit”.

Make changes to the goal and click “Submit” at the bottom of the page.
3. Q: What if I see goals from last year and how do I mark a goal complete?
A: Any goals that are active and have not been marked as complete will appear in your Actions list. **To mark the goal complete and remove it from the list,** click on the goal. If you do not have any tasks listed under the goal, you will see a drop down menu next to the word “Status”-mark the goal complete by clicking “Complete” in the drop down menu. If you do have tasks listed under the goal, mark each task 100% complete. Be sure to click “Save and Close” when you are finished. You will be taken back to the Actions list in your profile and the goal should be gone.
1. Q: As a Supervisor, how do I approve goals?
A: From the Actions list, click on “Home” in the upper left hand corner of the screen. Select “Announcements” from the drop down menu.

If you have goals to approve, you will have a message in your “Inbox” to approve the goals. Click on “Approve Goals”.

TIPS FOR SUPERVISORS
2. Q: As a supervisor, how do I add comments to an employee’s goal?
A: On your Actions list, click on “View All Goals” under “Manage” next to one of your goals.

Click on “Team Goals”.

Find the employee who’s goals you’d like to comment on and click on the triangle next to his/her name, under the word “Options”.

Click on the goal that you’d like to add a comment. Scroll down the page to the “Comments” section and click on the + by the goal. A pop up box will appear where you can add your comment. Click “Save” when you are finished.
Q: I see goals from 2015 for my team members, how can I just look at 2016 goals?
A: Each of your employees will need to go into Talent Web and mark their 2015 goals “Complete” (see question #3 above). Once they’ve marked the goals complete, you can hide completed goals so that you will only see current 2016 goals. Follow the steps above to view your team’s goals. Once you are on the Team Goals page, check the “hide completed” box, then click “Search”.

Click on “Hide Completed”, then click on “Search”
4. Q: How do I create a new goal for my team?
A: Click on “Create Goals” in the drop down box under “Options” in the upper right hand corner of the Actions page. This will take you directly to the page to create a new goal.

How to Write a SMART Goal:

1. Write the title of the goal, for example “Customer Service”
2. In the Goal Statement section, write the specific measurable goal. For example, “Provide outstanding customer service to all students, parents, and colleagues”.
3. Add specific measurable tasks by clicking on the + next to the word “Task”. For example, “Receive 98% satisfaction ratings on customer surveys” or “Respond to all customer requests within 48 hours”. If you add tasks, be sure to include the due dates and click “Save”.
4. If you would like to add an attachment, click on the + next to the word “Attachments” and follow the prompts to upload a document from your files.
5. When you have finished writing the goal, click “Next”.
6. Next to “Assign To:” click on “Your Team”. Then check each member of your team that you’d like to assign the goal to. If you’d like to assign the goal to everyone on your team,
click on “Assign”. If you would also like to have the goal, put a check next to your name as well. Click “Submit” at the bottom of the page.

5. Q: Why can’t I see my employee’s goals?
A: If you can’t see an employee’s goals, first check to see if you have a message in your Inbox to “Approve Goals” (see question above). If there is not a message to approve goals:
   1. Ask your employee if they have written and submitted the goals in the system. If the employee has submitted the goals and you still do not have a message to approve and you cannot see them, then
   2. Contact HR at URHR@richmond.edu for help troubleshooting the issue

Q: I don’t have the correct employees showing up in my team, what do I do?
A: If your employees are missing or incorrect in UR Talent Web, please send an email to URHR@richmond.edu with the names of the employees who should be included on your team so that the information can be updated in Banner.